DEPARTMENTS

Planning to move a VUMC department is a large undertaking, and mail may seem to be a trivial part of the process. However, good preparation for the mail transition can save you (and, to be honest, us!) much trouble and frustration once you are in your new quarters.

The below information lays out the steps you need to take to begin the changeover, and offers our advice on handling some of the issues that may arise along the way.

REQUESTING A NEW ADDRESS

Please notify the Post Office as early as possible; about four to six weeks before your move is preferable.

The basics that we need to know are:

- your name;
- your extension;
- your e-mail;
- department name;
- current address and zip;
- new location;
- approximate move date;
- whether the whole department is moving or only part;
- whether there will be pneumatic tube

AFTER RECEIVING YOUR NEW ADDRESS

Begin preparations to notify your correspondents. The Post Office sends change-of-address stationery along with formal notification of your new address, but if you need more, please order here:

http://www.mc.vanderbilt.edu/copypost/postationeryorder.htm

A. About four weeks before moving:

Notify senders of U.S. Mail. Begin with those large organizations likely to need most time to convert, e.g. publishers, insurance companies, etc. Re-order new stationery, envelopes,

INDIVIDUALS

This document is chiefly for departments that are moving.

If there is an individual staffer moving to or from your department, this is covered in our "Frequently Asked Questions" section:

SEE:

http://www.mc.vanderbilt.edu/copypost/pofaq.htm#imove
service in the new location, and the station number if so.

Starting July 1, 2002, we will be requiring that this information be submitted via our online address change request, which is located here:

http://www.mc.vanderbilt.edu/copypost/ponewaddressorder.htm

The following points should be noted:

A new department, for postal purposes, is considered to be the same as a move. In case of a department splitting up, a new name will need to be assigned to the area moving. Exact department names cannot be duplicated. The Post Office will consult with you as needed in this case. Mail is routed chiefly by address/zip, so that changes will not be completely effective until all senders have updated their files.

Once this information has been received and processed, the Post Office schedule you for a training class, during which you will receive your new address, including new zip code if required, and your initial supply of change-of-address stationery. If your building is one served by mailboxes, you will also be assigned a box and given either a key or a combination as appropriate.

This phase should be finished by about four weeks before your move.

and business cards. If you use a rubber stamp for your return address, re-order this as well. Ask those members of your staff who have Credit Union accounts to notify the Credit Union of their new address: Credit Union, 107 Oxford House (4213). They will also accept changes by phone at 6-0300.

(There is a section below with further information on contacting U.S. mail correspondents.)

B. About two weeks before moving:

Notify persons and departments which send you campus mail. Concentrate first on those areas whose operations most closely impact yours and from which you receive most mail.

(There is a section below with further information on contacting campus mail correspondents.)

CONTACTING YOUR CORRESPONDENTS
A. LOCATING ADDRESSES

You will need to locate the address to which change-of-address correspondence should be sent for each mailpiece. For ordinary First Class U.S. Mail and most campus mail items, this is not difficult—the return address which normally appears at the upper left corner should be used. If a mailing label is on the piece, the return address may appear on the upper portion of the label.

Periodicals, including professional journals, always have a change-of-address section (often in very small type), usually somewhere near the contents page, but occasionally this will be on a back page instead. Newsletters and other informal publications may place the return address on the face of the piece at the upper left, or almost anywhere inside. If inside, it is usually fairly prominently marked and often enclosed by a box or border. (The "Letters to the editor" section, if there is one, is a good place to check.)

B. DIRECTING YOUR REQUEST TO THE PROPER PERSON OR DEPARTMENT

Usually, "Mailing List Manager" is a good attention line to use. (This is preprinted on the address change postcards that you will be receiving.) If you have access to the name of the person who is responsible for a particular publication or database, use that as well.

Do beware of institutional addresses from a very generic envelope or address label. "Smith Hospital, Smithville, ST, 99999" may not get your request to the proper person if Smith Hospital has many departments or branch locations. (Even here at Vanderbilt, "Pediatrics" with the central department address may not be useful if your correspondent is actually in a subspecialty in another building.) In such a case, it is better to look further inside the mailpiece for more specific information as to who or what area actually initiated the mailing.

C. U.S. MAIL

This mail is more complex to correct than campus mail, and overall guidelines are more difficult to give; this is why we recommend you start working on it first. Who you will need to contact will depend upon your departmental operations and the kind of U.S. mail you receive.

In general, no central source can be contacted to update this mail, so the main thing to keep in mind is that it is critically important that you contact each and every one of your senders with updated address information. Your address packet contains a yellow, folding postcard which can be used for this purpose—see illustration below.
You can quickly prepare this card to send out by clipping (or copying) the return address of the sender from the mailpiece and taping it to the front. Cut out or copy your own address label and stick it inside in the INCORRECT ADDRESS box. You can then write in your new address in the inside area marked NEW ADDRESS. (If you have a label ready with your new address as well, you can prepare all address information by only sticking on three items.) Once all the information is on the card, fold, then tape or staple, stamp, and mail. (Because this is a double postcard, it does require letter postage—not the postcard rate.)

NOTE: if you have requested a departmental address change, you will receive an initial supply of all the change-of-address items described on this page when you come to the Post Office for training.

If you need more, or anytime you want to improve your incoming mail stream, you are welcome to visit our stationery order screen:

http://www.mc.vanderbilt.edu/copypost/postationeryorder.htm

D. CAMPUS MAIL

This is in many ways the easier type of mail to correct, since all the senders you need to contact are, obviously, at Vanderbilt. Your incoming mail is your best guide—if you send corrected information back for each piece you receive for just a couple of weeks, you will probably cover most of your correspondents. (You may use the same yellow card illustrated above.)
Nevertheless, there are still some procedures you will need to go through in order to change your department address:

1. In the PeopleFinder/campus directory database

Responsibility for updating this information is delegated to the departments. Each one has a coordinator who is authorized to access and modify the departmental and individual listings for that area, so you will need to communicate with that person about your move. Fortunately, if you do not know who this is, you can find out from PeopleFinder itself. Go to the University homepage, http://www.vanderbilt.edu/ and choose PeopleFinder from the center menu bar. Search for your department, and you will see the name of the person responsible for your listing. The illustration below shows this process:

![PeopleFinder Illustration](image)

2. In Purchasing's routing code database

Procurement and Disbursement Services (formerly Purchasing and Accounts Payable) use a system of departmental routing codes for dispatching purchase orders and invoice correspondence to departments; Federal Express also uses these codes for deliveries. By using this system, several advantages accrue:

- merchandise may be sent to one location and correspondence to another (this is particularly useful for large departments);
- one person can easily be designated to receive all purchasing-related documents;
- addressing can be updated on many documents with one operation.

This last advantage is the one we like best at the Post Office!

When you move, please check with John Campbell (john.campbell@vanderbilt.edu) to see if the address attached to your code needs to be changed. Most changes
can be handled by e-mail.

If your department does not yet have a code, please print and complete the the code request form, which you can download here:

http://www.mc.vanderbilt.edu/copypost/codereq.pdf

and return it to Procurement at the address shown on the form.

The routing code should be placed in the upper right hand corner of your purchase requisition or in the upper middle area of a Small Purchase Order as shown in the illustration below; it should also be used when ordering from Allegiance or via NOVA. To be effective, the code must appear on every order created by the department.
Please educate your staff as to the benefits and importance of the departmental code system. It can be a powerful tool in maintaining a clean and accurate incoming mail stream for your department.

In the financial system

Much data in financial and personnel documents now comes from the PeopleSoft system (not to be confused with PeopleFinder). This will increasingly be the case as implementation of this software package campuswide continues. This makes it critically important that care be taken in completing address fields in documents related to this system, such as Personnel Action Forms, MC 2601, as this information will often be projected directly into the mailstream.

One form, the Home Department Change Form, MC 1239, is particularly critical. From it comes the information used to mail many departmental reports; an example of the information from this document being used on a mailpiece is shown below. You will need to complete one of these with your new address and submit it to Payroll.

(Both these forms can be downloaded from our Forms Management site—http://www.mc.vanderbilt.edu/copypost/fdownload.htm)

PLEASE NOTE: there does exist one type of campus mail on which you cannot change the address—campus-wide mailings originating on the University side. These very often go to supervisors' offices rather than the employees' workplaces, so we get questions about this.

Labels for these mailings, which go to all Vanderbilt staff, are printed by Management Information Systems on the campus side. (These folks, by the way, used to be known as Administrative Systems, and should not be confused with the Medical Center department of Information Management.)

Their information comes from the PeopleSoft database off which the personnel/payroll system runs. The address which this system maintains for each employee is not his/her physical address, but rather the address of the person who signs the employee’s Payroll Action Form.

You can begin to see now why this is such an intractable problem. If the address were changed so that you receive mailings at your office, you would also receive your own PAF (not considered good).

We have discussed the issue with Human Resources in detail. It appears that only a
major restructuring of the PeopleSoft files could help, and such a thing is not planned for the foreseeable future.

E. OTHER WAYS OF COMMUNICATING

Don’t neglect other means that may be available for letting your new address be known:

- If you produce a newsletter, make your move a prominent article and give your new address (in large type!).
- If your professional association or other affiliated group produces a publication, ask them to include this information.
- Write a short paragraph calling attention to the new address on your letterhead and add it onto the bottom of the text of any letters you send (start as soon as you get your letterhead and continue several weeks after your move).
- Use any e-mail contacts and lists you may have to the fullest.
- If your fax has broadcast capacity, broadcast a move announcement to all your stored numbers just before move day. (You may not find the fax machine for quite a while afterward!)

UNWANTED MAIL

The process of examining your mail for address correction frequently reveals that a certain part of the mail stream consists of unwanted or unsolicited items—"junk mail," in the most familiar term. This is the easiest category of problem mail to deal with. During your move, or any time that this may be a concern, the following can help.

A. FIRST CLASS

This mail can simply be returned to the sender without further payment of postage. Your change-of-address packet will contain some orange stickers that make this easy (see illustration, at right).

Do the following steps:

Cross out the address and line through the bar code. This last is especially important, or the automatic sorting equipment used by the U.S. Postal Service will read the code and send it back to you again.
Place the sticker prominently on the front of the item, pointing to the return address, as shown below.

There are spaces on the sticker to indicate, if you wish, that the item is unsolicited or is addressed to someone who is no longer here.

B. OTHER CLASSES

Catalogs, advertising pieces, etc. must be handled differently. Postal regulations usually do not allow these to be returned postage-free, and they are often too odd in size and type for easy mailing. Your change-of-address packet contains a pink, folding postcard requesting deletion of your name from the files of this type of sender. This item is very similar to the yellow change-of-address card, which is illustrated above, and may be used similarly for both U.S. and campus mail.

Please keep in mind that since this is a double postcard, it requires full first-class postage for U.S. mail.